

LISTING OF THE CLAIMS

The following listing, if entered, replaces all prior versions of the claims in the present application.

1. (Canceled)
2. **(Currently Amended)** An apparatus for communicating using a communication channel of one or more media-specific communication channels comprising:
 - a configurable communication server comprising memory storing instructions, executable by a processor of the communication server, the instructions configured to
 - communicate with said communication channel of said one or more media-specific communication channels via a corresponding channel driver of one or more channel drivers, wherein said communication channel is coupled to said configurable communication server via said corresponding channel driver,
 - said communicating is **agnostic independent** of a media type of said communication channel,
 - said communication channel is associated with one or more vendors,
 - each of said one or more vendors of said communication channel provides a channel driver implementation for said corresponding channel driver associated with said communication channel,
 - said channel driver implementation is configured according to a common communication application program interface to allow the configurable communication server to communicate with said communication channel

independently of said media type of and vendor-dependent communication protocols for said communication channel, and

said corresponding channel driver is implemented apart from said configurable communication server and coupled to said configurable communication server,

access information regarding a type of communication that uses the communication channel,

determine a command to issue to the communication channel to cause an outgoing communication to be sent if the type of communication is outgoing, and

determine an event response to perform in response to an event if the type of communication is incoming, wherein

the determining the event response comprises

querying a customer support center database, and

identifying a channel driver that corresponds to the

incoming communication channel, and

the information is accessed from a memory storing data corresponding to a configuration of the communication channel; and

a web browser-based media-independent user interface comprising a first user interface object configured to provide a notification of the event received from the communication channel, and wherein

said user interface displays a single, web browser-based toolbar providing a visual depiction of all options available to a user to participate in said outgoing or incoming communications.

3. – 4. (Canceled).

5. (Previously Presented) The apparatus of claim 2 further comprising: a database comprising an event record, wherein

the event record comprises the information regarding the event.

6. (Previously Presented) The apparatus of claim 5 wherein the configurable communication server is further configured to perform one of adding the event record to the database, modifying the event record in the database, and deleting the event record from the database.
7. (Previously Presented) The apparatus of claim 5 further comprising: at least one event handler, wherein the event record comprises a name of one event handler of the at least one event handler for handling the event, and the configurable communication server is further configured to use the one event handler named in the event record for handling the event.
8. (Previously Presented) The apparatus of claim 5, wherein the database further comprises an event response record associated with the event record, and the configurable communication server is further configured to determine the event response by accessing the event response record associated with the event record.
9. (Previously Presented) The apparatus of claim 2, wherein the information regarding the event further comprises information regarding the event response, and the configurable communication server is further configured to perform the event response.
10. (Canceled)
11. (Previously Presented) The apparatus of claim 2 further comprising: the configurable communication server coupled to the corresponding channel

driver such that the configurable communication server receives the event from the communication channel via the corresponding channel driver.

12. (Canceled)

13. (Previously Presented) The apparatus of claim 2 further comprising: said user interface comprising a second user interface object capable of being activated; and

the configurable communication server further configured to send the outgoing communication to the communication channel when the second user interface object is activated.

14. (Previously Presented) The apparatus of claim 2 further comprising: the configurable communication server further configured to send the outgoing communication by issuing the command to the communication channel.

15. **(Currently Amended)** A method for communicating comprising: receiving an event from a media-specific communication channel of a plurality of media-specific communication channels via a corresponding channel driver of a plurality of channel drivers, wherein said media-specific communication channel is coupled to a communication server via said corresponding channel driver, the receiving is ~~agnostic~~ **independent** of a media type of said media-specific communication channel, said media-specific communication channel is associated with one or more vendors, each of said one or more vendors of said media-specific communication channel provides a channel driver implementation for said corresponding channel driver associated with said media-specific communication channel, said channel driver implementation is configured according to a common communication application program interface common to each of

the corresponding channel drivers that facilitates reception of said event independently of said media type of and vendor-dependent communication protocols for said media-specific communication channel, and

said corresponding channel driver is implemented apart from said communication server and coupled to said communication server; determining an event response by accessing information regarding the event, wherein

the determining the event response comprises

querying a customer support center database, and

identifying a channel driver that corresponds to the incoming communication channel; and

the information is accessed from a memory storing data corresponding to a configuration of the media-specific communication channel; and performing the event response by providing a notification of the event via a web browser-based media-independent user interface, wherein the user interface comprises a first user interface object to provide the notification of the event, and wherein said user interface displays a single, web browser-based toolbar providing a visual depiction of all options available to a user to participate in performing the event response, wherein event reception and response are performed via said media-specific communication channel independently of a media type of and vendor-dependent communication protocols for said media-specific communication channel.

16. (Previously Presented) The method of claim 15 wherein the determining the event response comprises:
accessing a database to determine the event response.

17. (Canceled)

18. (Previously Presented) The method of claim 15 further comprising:
receiving notification of an activation of a second user interface object of said
user interface, the second user interface object being associated with a
command; and
issuing the command to the communication channel.
19. (Previously Presented) The method of claim 15 further comprising:
receiving a notification of an activation of said first user interface object of said
user interface, the first user interface object being associated with the
event.
20. (Canceled)
21. **(Currently Amended)** A computer system comprising:
a storage system configured to store computer instructions and data, executable by
a processor of a configurable communication server;
a processing system coupled to the storage system and configured to
communicate using a media-specific communication channel of one or
more media-specific communication channels, wherein
the processing system comprises the configurable communication server
configured to
communicate with said media-specific communication channel of
said one or more media-specific communication channels
via a corresponding channel driver of one or more channel
drivers, wherein
said media-specific communication channel is coupled to
said configurable communication server via said
corresponding channel driver,
said communicating is **agnostic independent** of a media
type of said media-specific communication channel,
said media-specific communication channel is associated
with one or more vendors,

each of said one or more vendors of said media-specific communication channel provides a channel driver implementation for said corresponding channel driver associated with said media-specific communication channel,

said channel driver implementation is configured according to a common communication application program interface to allow the configurable communication server to communicate with said media-specific communication channel independently of said media type of and vendor-dependent communication protocols for said media-specific communication channel, and

said corresponding channel driver is implemented apart from said configurable communication server and coupled to said configurable communication server,

access information regarding a type of communication that uses the media-specific communication channel,

determine a command to issue to the media-specific communication channel to cause an outgoing communication to be sent if the type of communication is outgoing, and

determine an event response to perform in response to an event if the type of communication is incoming, wherein

the determining the event response comprises

querying a customer support center database,

and

identifying a channel driver that corresponds to

the incoming communication channel;

and

the information is accessed from a first data stored in the storage system, the first data corresponding to a configuration of the media-specific communication channel; and

a web browser-based media-independent user interface comprising a first user interface object configured to provide a notification of the event received from the media-specific communication channel on a display coupled to the processing system, wherein

said user interface displays a single, web browser-based toolbar providing a visual depiction of all options available to user to participate in said outgoing or incoming communications, and the computer instructions and data further corresponding to the user interface.

22. – 23. (Canceled)

24. (Previously Presented) The computer system of claim 21 wherein the storage system further comprises:

a database comprising an event record, wherein the event record comprises the information regarding the event.

25. (Previously Presented) The computer system of claim 24 wherein the configurable communication server is further configured to perform one of adding the event record to the database, modifying the event record in the database, and deleting the event record from the database.

26. (Previously Presented) The computer system of claim 24 wherein the processing system further comprises:

at least one event handler, wherein

the event record comprises a name of one event handler of the at least one event handler for handling the event,

the configurable communication server is further configured to use the one event handler named in the event record for handling the event;
and
the computer instructions and data further correspond to the at least one event handler.

27. (Previously Presented) The computer system of claim 24, wherein the information regarding the event further comprises information regarding the event response, and
the configurable communication server is further configured to perform the event response.
28. (Previously Presented) The computer system of claim 24, wherein the database further comprises an event response record associated with the event record, and
the configurable communication server is further configured to determine the event response by accessing the event response record associated with the event record.
29. (Canceled)
30. (Previously Presented) The computer system of claim 21 further comprising:
the configurable communication server coupled to the corresponding channel driver such that the configurable communication server receives the event from the media-specific communication channel via the corresponding channel driver.
31. (Canceled)
32. (Previously Presented) The computer system of claim 21 further comprising:

said user interface comprising a second user interface object capable of being activated; and

the configurable communication server further configured to send the outgoing communication to the media-specific communication channel when the second user interface object is activated.

33. (Previously Presented) The computer system of claim 32 further comprising:

the configurable communication server further configured to send the outgoing communication by issuing the command to the media-specific communication channel.

34. **(Currently Amended)** A computer-readable storage medium storing instructions executable by a processor of a communication server, said instructions comprising:

a first set of instructions, executable the a processor, configured to effectuate communication with a communication channel of one or more media-specific communication channels via a corresponding channel driver of one or more channel drivers, wherein said communication channel is coupled to said communication server via said corresponding channel driver, said communicating is ~~agnostic~~ **independent** of a media type of said communication channel, said communication channel is associated with one or more vendors, each of said one or more vendors of said communication channel provides a channel driver implementation for said corresponding channel driver associated with said communication channel, said channel driver implementation is configured according to a common communication application program interface to

allow the communication server to communicate with said communication channel independently of said media type of and vendor-dependent communication protocols for said communication channel, and

said corresponding channel driver is implemented apart from said communication server and coupled to said communication server,

- a second set of instructions, executable by the processor, configured to access information regarding a type of communication that uses the communication channel, wherein the information is accessed from a memory storing data corresponding to a configuration of the communication channel;
- a third set of instructions, executable by the processor, configured to determine a command to issue to the communication channel to cause an outgoing communication to be sent if the type of communication is outgoing;
- a fourth set of instructions, executable by the processor, configured to determine an event response to perform in response to an event if the type of communication is incoming, **wherein**

the determining the event response comprises
querying a customer support center database,
identifying a channel driver that corresponds to the
incoming communication channel; and

- a fifth set of instructions, executable by the processor, configured to provide a web browser-based media-independent user interface comprising a first user interface object configured to provide a notification of the event received from the communication channel, and wherein said user interface displays a single, web browser-based toolbar providing a visual depiction of all options available to a user to participate in said outgoing or incoming communications.

35. – 36. (Canceled)

37. (Previously Presented) The computer-readable storage medium of claim 34 further comprising:

a database comprising an event record, wherein the event record comprises the information regarding the event; and
the computer-readable storage medium stores the database.

38. (Previously Presented) The computer-readable storage medium of claim 37, further comprising:

a sixth set of instructions, executable by the processor, configured to perform one of
adding the event record to the database,
modifying the event record in the database, and
deleting the event record from the database.

39. (Previously Presented) The computer-readable storage medium of claim 37 further comprising:

at least one event handler, wherein
the event record comprises a name of one event handler of the at least one event handler for handling the event;
a sixth set of instructions, executable by the processor, configured to use the one event handler named in the event record for handling the event; and
the computer-readable storage medium further stores the at least one event handler.

40. (Previously Presented) The computer-readable storage medium of claim 37, wherein

the database further comprises an event response record associated with the event record, and
a sixth set of instructions, executable by the processor, configured to determine the event response by accessing the event response record associated with the event record.

41. (Previously Presented) The computer-readable storage medium of claim 34, wherein

the information regarding the event further comprises information regarding the event response, and

wherein the computer-readable storage medium further comprises:

a sixth set of instructions, executable by the processor, configured to perform the event response.

42. (Previously Presented) The computer-readable storage medium of claim 34, wherein

said corresponding channel driver is configured to communicate with the communication channel.

43. (Previously Presented) The computer-readable storage medium of claim 42, further comprising:

a sixth set of instructions, executable by the processor, configured to receive the event from the communication channel via the corresponding channel driver.

44. (Canceled)

45. (Previously Presented) The computer-readable storage medium of claim 34 further comprising:

a sixth set of instructions, executable by the processor, configured to provide said user interface comprising a second user interface object capable of being activated; and

a seventh set of instructions, executable by the processor, configured to send the outgoing communication to the communication channel when the second user interface object is activated.

46. (Previously Presented) The computer-readable storage medium of claim 45, further comprising:

an eighth set of instructions, executable by the processor, configured to issue the command to the communication channel.

47-53. (Canceled)

54. (Previously Presented) The apparatus of Claim 2, wherein the memory storing data corresponding to the configuration of the media-specific communication channel is a database.

55. (Previously Presented) The apparatus of Claim 54 wherein the database comprises one or more of:

information regarding the corresponding channel driver associated with the media-specific communication channel;
a media type associated with the media-specific communication channel;
a media string used by the configurable communication server at run time to invoke a media service for the corresponding channel driver;
one or more channel driver parameters; and
a default value for each of the one or more channel driver parameters.

56. (Previously Presented) The apparatus of Claim 2, wherein said communication channel relates to one of the following media types:

telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.

57. (Previously Presented) The method of Claim 15, wherein said media-specific communication channel relates to one of the following media types:

telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.

58. (Previously Presented) The computer system of Claim 21, wherein said media-specific communication channel relates to one of the following media types:

telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.

59. (Previously Presented) The computer-readable storage medium of Claim 34, wherein said communication channel relates to one of the following media types:

telephone; e-mail; fax; web collaboration; the Internet call-me-now; the Internet call-me-later; web chat; wireless access protocol; paging; and a short messaging service.

60. (Canceled)